

ASHAIMAN MUNICIPAL ASSEMBLY



CLIENT SERVICE DELIVERY CHARTER

Vision: To become a modern 24-hour liveable city, by 2025.

APPROVAL STATEMENT

At a General Assembly meeting held on the 3^t October, 2019, the house unanimously approved the Client Service Charter to be used as a working document.

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HON. AZOGI AYAGIBA ANAGA	ALHAJI SAAKA DRAMANI	HON. ALBERT BOAKYE OKYERE
PRESIDING MEMBER	MUN. CO-ORD. DIRECTOR	MUNICIPAL CHIEF EXECUTIVE

Mission

The Ashaiman Municipal Assembly (ASHMA) exists to improve the living standards of its citizenry through effective planning and resource mobilisation, in collaboration with all stakeholders to provide general socio-economic infrastructure and basic services, in an environmentally sustainable manner.

PURPOSE

This chapter provides information on the requirements and procedure which a prospective developer/the public has to follow to ensure quick and speedy approval of his/her development application and rendering of complaints and to be consequently issued with a building permit in conformity with the existing building regulations and development control guidelines. It further gives information on other services provided by the Assembly.

It is also intended to serve as a practical guide, with clear and simple steps/procedures to both customers/clients and officials to ensure timely and efficient delivery of the service.

Core Values

We operate on the following core values for effective development:

Accountability	Client – Oriented
Creativity	Diligence
Discipline	Equity
Integrity	Innovativeness
Timeliness	Transparency

Accessibility

We ensure that, all of our offices, facilities are available from Monday to Friday within the working hours of 8:00am -5:00pm. All further enquires can be channeled through the **Client Service Unit**. The Assembly provides a meeting room where issues are discussed and confidential meetings are conducted appropriately as and when the need arises.

How to Make a Complain?

Our staff are dedicated to providing a professional service and getting things right first time. Despite our best endeavours we recognize that things may not always meet customer expectations. We have a standard procedure in place to ensure that we investigate complaint fully and fairly with the department the complaint has been channeled to. Some complaints can be dealt with immediately. Where this is not possible, we acknowledge the complaint in writing or by telephone to confirm whether contents are correctly received. However, we enter the complaints in our Complaints Book and channel the complaint to the appropriate office for assistance.

The office investigates complaint and respond within 5 working days of receipt. Complaints are informed of any actions and endeavour to satisfy complainants. If you are not satisfied with this response, you may raise your concerns at a more senior level by writing formally.

Equity

In our dealings with clients, we ensure the rights to equal treatment established by equality legislation are upheld. The local government Act 936 does not discriminate on the grounds of age, disability, gender, family status, race, or religious belief and among others.

Communication /Response Plan to Customer Concerns

All written communications from clients will be acknowledged within **Five (5) working days of receipt**. All emails received will be acknowledged **within 48 hours of receipt**. All telephone enquiries will be responded to within **2 working days**.

Written communications from The Assembly will contain **the name and contact of DCD or details of the staff member dealing with your query/issue**. The Assembly is committed to providing quality client services. To ensure that our clients are satisfied with our service delivery standard. **We commit to undertaking regular reviews and to publish indicators of customer service.**

DEPARTMENTS AND SERVICES

Central Administration Department

The Central Administration Department is the Secretariat of the Assembly and is responsible for the provision of support” services, effective and efficient General Administration and Organization of the Assembly. The Department coordinates the General administrative functions, Development planning and management functions and information services generally.

Finance Department

The Finance Department is responsible for the sound Financial Management of the Assembly’s resources and ensure access at all reasonable times to files, documents and other records of the Assembly. The department render and publish statements on Public Accounts, keep receipts and custody of all public and trust monies payable into the Consolidated Fund and undertake revenue mobilization activities of the Assembly.

Revenue Unit

The above unit was in charge of Revenue Mobilization of the Assembly. They issue demand notice of the Assembly to all taxpayers. They collect market toll, among others. All issues and questions regarding revenue are referred to the unit for answers and responses.

Agriculture Department

The Agriculture Department in the District participates in provision of extension services in the areas of Natural Resources Management, and rural infrastructural and small-scale irrigation in the district, assist in the formulation and implementation of agricultural policy for the District Assembly within the framework of national policies. The Department advises the Assembly on matters related to Agricultural Development in the District, promote extension services to farmers and participate in on-farm adaptive research.

Department of Physical Planning

The Department of Physical Planning at the Assembly manages the activities of the Department of Town and Country Planning. The Department advises the District Assembly on national policies on physical planning, land use and development, co-ordinate activities and projects of Departments and other agencies including Non-Governmental Organizations to ensure compliance with planning standards and schemes.

Social Welfare and Community Development Department

The Social Welfare and Community Development Department assist the Assembly to formulate and implement Social Welfare and Community Development Policies within the framework of National Policy. The Department facilitates community-based rehabilitation of persons with disabilities, assist and facilitate provision of community care services including: registration of persons with disabilities, assistance to the aged, personal. Social Welfare services, hospital welfare services, assistance to street children, child survival and development and socio-economic and emotional stability in families.

Department Of Works

The Department of Works of the District Assembly is a merger of the Public Works Department, Department of Urban Roads and Drainage Water and Sanitation Unit, and the Works Unit of the Assembly. The Works Department assist the Assembly to formulate policies on works within the framework of national policies, assist to establish and specify the programmes of action necessary for the implementation of physical plans, facilitate the implementation of policies on works and report to the Assembly advise the Assembly on matters relating to works in the district, assist to prepare tender documents for all civil works projects to be undertaken by the Assembly through contracts or community initiated. The department was in charge of building inspectorate, Building Permit, Development Controls, Drawings, Quantities, and among others. Clients seeking information on all the functions are to take note of department handling the matters and act accordingly.

Budget Unit.

The Budget Unit facilitate the preparation and execution of the budget of the Assembly, facilitate the preparation, collation and submission of Annual Estimates by other Departments, Agencies and Institutions in the District. The Unit translates the Medium-Term Programme of the District into the District Investment Programme, co-ordinate the organization of In-Service-Training Programmes for the staff of the Departments of District Assemblies in budget preparation, financial management and dissemination of information on government financial policies.

Environmental Health and Sanitation Unit

The Environmental Health and Sanitation Unit has been mandated to provide facilities, infrastructural services and programmes for effective and efficient Waste Management for the improvement in Environmental Sanitation, the protection of the environment and the promotion of public health.

The Unit services toilets and dispose of human waste collected from public and private sanitary facilities, provide technical support to Assembly on the operation and maintenance of public toilets under private management. The Unit was in charge of food hygiene and food vendors screening. The Unit was also in charge of prosecuting offenders of waste management and other offenders.

Education, Youth and Sports Department

The education, youth and Sports Department of the Assembly is responsible for pre-school, special school, basic education, youth and sports, development or organization and library services in the District level. The Department assist in the formulation and implementation of policies on Education in the District within the framework of National Policies and guidelines. The office encourages, report on implementation of policies and matters relating to basic education in accordance with reporting format provided by the Ministry. The office advises the Assembly on matters relating to preschool, primary, junior high schools in the district and other matters and assist in keeping records of teachers within the municipality.

Department of Health

The Health Department of the District consists of the office of the Municipal Health Director, Medical Officer of Health and the Environmental Health Unit. The Department of Health advises on the construction and rehabilitation of Clinics and Health Centers or facilities. It assists in the operation and maintenance of all health facilities within the municipal. The office also assists to undertake health education and family immunization and nutrition programmes, coordinate works of health centers or posts or community-based health workers and facilitate collection and analysis of data on health. The office seeks to promote and encourage good health and sanitation, facilitate diseases control and prevention as well as plan and implement district health policies within the framework of national health policies and guidelines provided by the Minister of Health.

Human Resource Department

Human Resource Departments act as a liaison between employers and employees to help ensure both are well equipped to do their jobs safely and effectively. The office was in charge of recruitment and

selection provides, staff Personal Data, compensation of employees, staff welfare, retirements leave, postings, transfers, Training and Development, appraisal and performance management.

The Department is also responsible for employer-employee relations, manage employee benefits, create a safe work environment, and handle disciplinary actions and among others.

Marriage Unit.

The Unit was in charge of registration of marriages, i.e. Ordinance and Customary, Issuing of Marriage certificates, gathering and capturing of marriages Data, ensuring all Data of marriages are kept safely and up to date, verify information and data of the couples before registration of the marriage. In charge of confirmation of marriages, issuing of marriage certificates and ensure that supporting documents are gathered and available when required/needed.

Births and Deaths Department

The Births and Deaths Department deals with the storage and management of births and deaths records/registers within the municipal, issuance of certified copies of entries in the Registers of Births and Deaths upon request, processes corrections and insertions in the Registers of Births and Deaths upon request from clients within the District. Verification and authentication of births and deaths certificates of clients upon request within the municipal.

Business Advisory Centre (BAC)

Business Advisory Centre is a Unit under the National for Small Scale Industry (NBSSI) that is focused on the promotion and development of Micro, Small and Medium Enterprises (MSME's) sector in Ghana. The Business Advisory Centre (BAC) is an office that focuses on starting and growing enterprises. They provide an enabling environment for Micro, Small and Medium enterprise development and growth in the district. The office renders high quality business development services, tailored business development services, advisory and counselling services within the municipal.

Customer Service Charter

This Customer Service Charter is a commitment to the quality of our service delivery to clients and sets out how our office operates. The client service unit is committed to continuously monitoring and improving the quality of our service delivery to people within the Ashaiman municipality

BUILDING PERMIT

Service delivery in the Ashaiman Municipality in respect of building permits not been of satisfactory standard and has often been characterized by cumbersome procedures which do not encourage transparency and openness.

Further to this the duplication of issuance of permit by Tema Development Corporation has complicated the issue. This has led to regular complaints from the public on issues of delays and has tended to reduce trust and confidence in the system of service delivery.

The Greater Accra Regional Coordinating Council in conjunction with Ashaiman Municipal Assembly and Tema Development Corporation have therefore, embarked on a mission of improving the quality-of-service delivery in the Municipality through simplifying processes, and clarifying rules and procedures, and setting timeframes for prompt completion of tasks in order to render them more transparent to the public. The objective is to create a customer service focused on providing value-for-money services.

Who can apply?

Any person or organization that has the legal title to a plot of land and intends to build on it.

TYPES OF DEVELOPMENTS

Schools, Hotels/Restaurants Places of Worship Buildings, Factories, Hospitals, Residential Buildings, Filling Stations & LPG Gas Stations, Communication Masts, Shops/Supermarkets, Car Parks, Amusement Parks and others.

STAGE 1

Requirements

- a. Submit Four (4) sets of Architectural and Structural Drawings with a filled application forms purchased from Tema Development Corporation (T.D.C) at the Building Inspectorate Section. Drawings must be duly signed by registered Architect, Civil/Structural Engineer.
- b. **Do I need to submit any additional reports?** If your development is a multi-storey structure or complex, you may have to provide reports such as: Environmental Impact Assessment Reports, Hydro Report, Geotechnical Report or Traffic Management Report. You are to contact the Municipal Assembly Works Department, Town & Country Planning Department, T.D.C, other relevant agencies or consultants for advice and assistance.

STAGE 2

Processing

- The Building Inspectorate Section processes the applications within one (1) week of receipt of application.
- The Technical Sub-Committee meets to evaluate the application and make recommendations to the Statutory Planning Committee within two (2) weeks of receipt of application
- The Statutory Planning Committee considers the recommendations from the Technical Sub-committee within one (1) week upon receipt.

STAGE 3

Collection of permits

- Pay approved building permit fee to the Municipal Assembly's Works Department and TDC on receipt of approved permit fees through a text message e-mail phone call or letter.
- TDC and ASHMA signs permit after proof of payment of permit fees.
- Applicant is duly informed to collect permit three (3) days after payment of permit fees.

Caution

Act 426 provides that any unauthorized structure or structures shall be demolished or removed on notice by the Municipal Assembly.

- The receipts issued for the processing fees are **not** building permits.
- Building becomes illegal if it does not conform to what is on the approved plan.
- Any applicant who makes a false declaration does so at his/her own risk.

General Information

- It is important to note that the validity of a Building Permit issued in accordance with the above process is **five (5) years** after which a new permit must be sought.
- Developers are therefore required to seek renewal of Building Permit if development is not completed within five (5) years.

PROCEDURES AND SPECIFICATIONS FOR OUTDOOR ADVERTISEMENT

Regulation

L.I-1630, National Building Regulation Section 28

- (1) A District Assembly shall take appropriate steps for restricting or regulating the display of advertisements so far as appears to the authority to be expedient in the interest of amenity or public safety.
- (2) A District Assembly shall provide:
 - a. For regulating the dimensions, appearance and position of advertisements. The dimensions, appearance and position of advertisements, display boards, the sites on which the advertisements may be displayed and the manner in which they are to be affixed to the land;
 - b. For attaching other specified conditions of approval to the application; and
 - c. For the delineation of certain "advertising free zones, where no advertising in any form shall be permitted.

Advertising permits

The advertising hardware is to be divided into the following:

- Advertising Boards
- Notice or signs Boards
- Group directional signs
- Street names with Adverts
- Adverts on street light poles

- Banners
- Branding of Fence walls and Buildings
- Uni-poles with adverts

Specification of advertising hardware

Specification of advertising boards shall be such size as may be set out and approved by ASHMA

Notice boards or sign boards

Sizes of Notice or sign boards are subject to approval by ASHMA's schedule officer

Requirements

- Applicants is to purchase and fill application form from Works Department, ASHMA
- 2 copies of Directional Sketch indicating the site for the placement of the sign board/bill board
- 2 sets of designs for bill boards and other huge signs, this includes structural designs.

Processing

- submit filled application form, 2 copies of directional sketch and
- 2 sets of relevant designs to the Works Engineer
- Conduct site inspection together with the applicant one (1) day after the receipt of application with a scheduled officer from the Works Department
- Architect/Civil Engineer to vet designs and make recommendations for approval two (2) days upon receipt of designs.
- Municipal Engineer is to communicate to applicant approved permit fees One (1) day after the approval of site and designs for payment.

GROUP DIRECTIONAL SIGNS

- a. The Ashaiman Municipal Assembly may execute a franchise arrangement with any reliable advertising agencies to mount Street Names in the Metropolis on its behalf and pay an appropriate annual fee for each sign-post.
- b. Permits must be obtained for the mounting of every stand
- c. The maximum height for a stand shall be 2.7 meters and shall contain 8 plates

Banners

- a. all banners shall attract daily fees as determined in the Fee-Fixing Resolution

DIRECTIVES FOR MOUNTING ON SITE

- (i) No billboard shall be mounted
 - In such a manner as to partially or wholly cover any premises or the facades or elevations of an existing edifice.
 - On a proposed or existing right of way of Municipal Engineering infrastructure services and its ancillaries
 - On a location in a manner that may hinder the installation or maintenance of Municipal Engineering system/facility or infrastructure
 - And aligned in such a manner so as not to obstruct road sight lines
 - To violate clearance requirement from the shoulders of primary and secondary drains
 - Lower than 1:8m from the ground

- (ii) For all areas that are approved for mounting, there shall be uniformity in size, height, the orientation and distances apart and at an angle to the center line of the road.
- (iii) All boards mounted upon approval, shall be maintained routinely and periodically in such a manner as to prevent it from being defaced. The structural framework shall be maintained as to prevent deterioration and possible collapse of the board
- (iv) The immediate environs of every board, stretching ten (10) meters radius shall be kept tidy and be devoid of overgrown grass/weeds. Maintenance of the surroundings shall be organized by the Advertising Agency responsible for the mounting.

Fees

The fees chargeable are subject to Ashaiman Municipal Assembly's annual Fee-Fixing Resolution and / or policy decision.

Collection

Applicant is to collect permit one (1) day after payment of permit fees.

VALIDITY PERIOD

All permits granted for any advertising sign shall ordinarily be one (1) year. Under some contract arrangements with a particular advertising agency the validity period can be more than one (1) year.

Enforcement

The ASHMA shall apply sections 49, 52, 53, and 55 of the Act 462 on enforcement as may be relevant.

- a. Demand Notice: Ashaiman Municipal Assembly (ASHMA) is to serve demand notice before the end of the financial year of a permit cycle or latest by the end of the first month of the year, and payment made by the 31st March of every year.
- b. All unauthorized outdoor adverts shall be subject to removal by ASHMA or its accredited agents with due notice and the Advertising Company surcharged with the cost of removal.
- c. All approval applications are valid for the ASHMA's financial year of approval only and subject to renewal or as specified by any agreement.
- d. All unauthorized advertising devices which do not conform as specified shall be subjected to removal by ASHMA and the advertising company responsible surcharged with the cost of removal.
- e. Terms of Payment: if an advertiser refuses to pay within the first quarter after advertising, the company can be blacklisted and /or face the appropriate sanctions.
- f. If six-months after being allocated a site and there is no billboard/structure mounted and no maintenance of the site, the site will revert to the ASHMA
- g. Force majeure: after ASHMA has issued any permit and the billboard is damaged. , the ASHMA will not be held liable.
- h. Permitted Sign: in case ASHMA moves or causes such a sign to be removed without just cause, ASHMA would pay an appropriate reparation for same
- i. Offensive Sign: ASHMA can in the interest of the public cause to be removed such a sign with due notice.
- j. New Concepts: advertisers who come up with new concepts may discuss with the ASHMA for franchise and payment of special fees.

INFORMATION ON SERVICE DELIVERY BY THE MUNICIPAL PUBLIC HEALTH DEPARTMENT

The Environmental Health Department is responsible for the software aspects of Environment Health in the municipal shall provide the following services delivery, rules and processes to ensure a clean and healthy environment.

(1) Monitoring all Environmental Management activities in the Municipality: these include:

- ✓ Providing Environmental Health and Sanitation profile for policy formulation
- ✓ Premises inspection
- ✓ Receiving and abatement or sanitary complaints
- ✓ Hygiene/Health Education
- ✓ Disposal of the dead
- ✓ Collaborating with Health Centers on Diseases Control
- ✓ Monitoring and reporting of all Waste Management issues in the Municipal
- ✓ Prosecuting sanitary offenders

Providing environmental health and sanitation profile

Process

- ✓ Survey
- ✓ Geographical boundary
- ✓ Population
- ✓ Identify socio-economic/cultural activities
- ✓ Identify stakeholders/opinion leaders
- ✓ Identify sanitary sites and other facilities eg schools, hospitals, churches etc
- ✓ Identify hard core sanitary problems existing within the community

Premises inspection/public places

Process

- ✓ Name and Address
- ✓ Inspection
- ✓ Identification of sanitary problems and abatement of nuisance

Methods

- ✓ Health Education
- ✓ Issue of notices and court summons
- ✓ Prosecution
- ✓ Bench warrant execution
- ✓ Public places (markets, lorry parks, terminals)
- ✓ Sanitary facilities (abattoir, slaughter slabs, public toilets, public cemeteries)

Receiving and abatement of sanitary complaints

- ✓ Investigation
- ✓ Health Education
- ✓ Notices and Summons
- ✓ Prosecutions

Resources needed

- ✓ Statutory notice books, summons books
- ✓ Fuel and transport
- ✓ Noise measuring and sound metres
- ✓ Vehicle emission detectors
- ✓ Stationery

Hygiene/health education**Process**

- ✓ Identification of Community Health problems and needs
- ✓ Set strategic objectives
- ✓ Design of programme manuals, handbooks, brochures, leaflets etc
- ✓ Implementation and evaluation

Disposal of the Dead**Process**

- ✓ Record keeping on deaths
- ✓ Sanitary disposal of the dead
- ✓ Ordinary burial
- ✓ Cremation
- ✓ Exhumation
- ✓ Disinfection

Management and control of cemeteries

- ✓ Allocation of grave space
- ✓ Clearing of overgrowth of weeds in cemeteries
- ✓ Enforcement of burial standards
- ✓ Enforcements of cemeteries and burial bye-laws

Resources needed

- ✓ Chemicals
- ✓ Standby Ambulance/ Hearse

Collaboration with Health Centers on Disease Control**Process**

- ✓ Prioritizing of disease cases in community eg in malaria
- ✓ Larvicide
- ✓ Hygiene Education (eg Distribution of mosquito bed net)
- ✓ Enforcement of sanitary bye-laws

Monitoring and Reporting of all Waste Management issues in the Municipal

Process

- ✓ Refuse collection and disposal
- ✓ Drain cleaning
- ✓ Liquid and Solid Waste disposal eg. Supervision of drain cleansing, refuse and public toilet contractors
- ✓ Prosecution (enforcement of bye-laws)

Prosecution of offenders

Process

- ✓ Serving of statutory notices
- ✓ Serving of summons
- ✓ Prosecution
- ✓ Arrest of bench warrant

Providing Back-up support to the lower levels of the Assembly

- ✓ Training of Assembly members, opinion leaders in the Municipal on Health-Related issues
- ✓ Provided logistics/resources to another stakeholder

(2) Monitoring large industries in collaboration with other Ministries, Departments and Agencies (MDA's) involved in Environmental Management eg. EPA, WRC etc.

Premises Inspection

- ✓ Name and address of industry
- ✓ Inspection location, structure, facilities, products)
- ✓ Health and safety of workers
- ✓ Identification of sanitary problems and abatement of nuisances
- ✓ Enforcement of bye-laws on industries

Methods

- ✓ Health Education
- ✓ Issue of notices and court summons
- ✓ Prosecution
- ✓ Bench warrant arrest

(3) Servicing on the statutory Planning Committee and Site Advisory Board of the Assembly.

(4) Prosecutions, effecting bench warrant arrest

Process

- ✓ Serving statutory notice
- ✓ Serving of court summons
- ✓ Prosecution
- ✓ Effect arrest

(5) Responsible over the sanitation gang (sani-gang) which is responsible for pest control, control of stray animals and disposal of unclaimed corpses (where applicable)

Pest control

Process

Survey ie, identification of breeding sites, disinfection/larvicide

Control of stray animals

- ✓ Health Education, awareness creation on stray Animals, bye-laws (ASHMA bye- laws on control of cattle, sheep and goat, bye- laws 2010)
- ✓ Arrest
- ✓ Impound
- ✓ Find/Auction

Disposal of unclaimed corpse

- ✓ Organize transport
- ✓ Ensure sanitary disposal of the dead

(6) Provide monthly/quarterly/yearly report to appropriate quarters for decision making.

CLIENT SERVICES UNIT (CSU)

WHAT WE EXPECT FROM OUR CLIENTS

- a) Submission of timely and accurate information
- b) Clear communication
- c) relations
- d) Collegiality
- e) Respect Close collaboration
- f) Cordial
- g) Candour
- h) Trust
- i) Understanding
- j) Cooperation
- k) Reliability
- l) Feedback

COMPLAINTS AND COMMENTS

Lodging of Complaints

- a) We encourage clients to lodge complaints and make suggestions, comments and compliments through the physical address, the postal address, telephone or e-mail.
- b) We guarantee confidentiality and privacy regarding the complainants' identity and the subject of complaint.
- c) We encourage complainants to identify themselves adequately to enable us to handle their issues adequately and efficiently without unnecessary bottlenecks that may be caused by anonymity

A Client Services Unit has been set up in the Ashaiman Municipal Assembly. The objective of this Unit is to respond timeously to clients' request for information, assistance and complaints related to services provided by the Assembly. The CSU may be contacted in writing, by phone or in person through:

The Officer In Charge – Client Service
The Office of the Ashaiman Municipal Assembly
Ashaiman
Telephone: 0302663980
Cellular Phone: 0201830368
Website: ashma.gov.gh
E-mail: Info@ashma.gov.gh

Response to Complaints

Complaints will be responded to within seventy-two (72) hours upon receipt.

A client who is not satisfied with the response may complain to The Municipal Co-ord, Director to the PRCC through the address below:

THE MUNICIPAL CO-ORD. DIRECTOR
ASHAIMAN MUNICIPAL ASSEMBLY
ASHAIMAN

When You Can Find Us

During normal working hours 08 – 17hrs (8am – 5pm)

WHAT DO YOU DO WHEN NOT SATISFIED WITH SERVICES?

Please contact the officer in charge of information at the Ashaiman Municipal Assembly Office for redress in case you are not satisfied with services rendered.

